

# Fair Play Handshake

Here at Connor Moy Personal Training I like to keep things functional, fluid, fun and fair when it comes to how I work with my clients and so I'm not one of those trainers that likes to drown my clients in paperwork, contracts and small-print when a simple agreement based on clear communications will do just as well.

## What others call a contract I call a 'fair play' handshake

I call it that because **it's designed to be fair to my clients and valuing their commitment and investment while at the same time being fair to me and my business** and ensure that we all understand and agree upon the value of the services, the experiences and the time and effort being offered in exchange for your hard-earned cash.

**It's my sincerest wish and the driving ethos of my company that regardless of how much or how little you spend with me, the money always feels like an investment rather than a cost** and that it brought you back far more in return than what you spent and to make sure of this I have some very simple terms that my clients need to be comfortable and agree with before we start our coaching relationship.

**Don't worry, there aren't thousands of rules and, as I said, there's no small print either. It can be summarised in 5 simple points:**

### 1. All coaching is payable in advance BEFORE we can begin the coaching process

This means that you need to determine a SPECIFIC coaching package (1:1/ Program Design/Program-Plus/intensive) detailing the number of sessions and types of service your are taking on before you before we can begin working with you.

**If you've opted to pay by paypal or bank transfer then please ensure you've done so before your package begins. Alternatively, if you are paying by cash or cheque then you'll be asked to make payment at the start of your first session.**

Simple :)

## 2. All coaching programs have a 'sell by date' that cannot be extended

If you commission a coaching package of 10 sessions between 1st and 29th of January that's what I'll build your program, experience and results around.

I'll be there, waiting for you and am available for you as much as you need in order to help you to get the best possible results and experience.

If you choose not to use your sessions as agreed, I understand... as long as YOU understand that I don't extend the training packages or give refunds for unused portions of them.

Don't worry, as long **as we agree in advance what your package entails and when it needs to be used by then everything will be fine.** The aim of this is to simply avoid someone signing up in January and deciding not to use their sessions til December :)

Of course, if Covid causes the gym to close so that we can't actually complete the sessions you've paid for, you're still entitled to them when we re-open.

## 3. I operate a 24-hour cancellation policy on coaching sessions

When you book a coaching appointment you are committing both your time my time to that specific time-slot.

If you cancel the appointment within 24hrs then I'm in a position where I cannot replace the appointment and so I'll incur either lost income, excessively long days while I'm waiting for no-show clients or, more commonly, both.

**Please remember that while I genuinely care about your results, this IS my job too and I only get paid for completed coaching sessions (I'm not on a salary with the club) so your decision to cancel affects me financially.**

I don't want to be paid for work I haven't done but I also don't want to lose income when people book my time but don't show.

Hopefully you think this is fair and would want the same fairness applied to you if our roles were reversed?

#### **4. Once you commit to a program, you are committed to the ENTIRE program. There are no 'part refunds' if you decide to stop working with me.**

Your program package has a lot more going on 'behind the scenes' than the just obvious 'session stuff' that you experience in the 1:1 sessions. Outside of the sessions I'm designing programs and fine-tuning them from what I'm learning about you and how you're progressing and ALL of this is factored into the program pricing strategy.

**For that reason it's not possible to give refund on sessions that you choose not to use.** As the external work is impossible to price it's also impossible to apportion how much we might refund too.

The short story is that when you start a program, you are financially and (hopefully) physically committed to it.

#### **5. There is no specific length to your training sessions... but they DO need to start on time**

Unlike many personal trainers, I don't sell sessions 'by the hour' but rather, I **deliver the appropriate session duration based upon the experience, fitness and goals of my clients.**

Sometimes a client needs less, sometimes more and often times our session length may grow as you get fitter and stronger.

On average sessions will take between 30 and 60 minutes to complete so **you should always leave yourself a 1-hour 'window' to complete them** but expect them to be on the shorter side when we first start training together.

That said, it's important that you turn up for your sessions on time and ready to train as I will often have other clients booked in and it would be unfair to expect them to put up with a delay to their session because a previous client was late.

For this reason it's important to know that **if you are late for a session you will only be given whatever time remains available and that it may mean I'm not able to guide you through the full workout we had planned.**

Short story... turn up on time and prepared for the session so that you get the full value (and results!) From every minute we spend together.

## Please don't be put off by these terms...

They don't exist to trip you up, catch you out, rip you off or make life difficult.

Rather, they serve to help YOU to commit to the coaching program you have chosen while helping ME to feel safe and secure in setting aside times to coach you without fear that you may not show up or will refuse to pay when your boss keeps you late at work... or you simply don't feel like attending today :)

**I hope that you have chosen to work with me because you believe I can help you to get to where you want to go and I am 100% committed to that but the only REAL accountability tool I have at our disposal to make sure you stay on track is financial.**

In short, if you don't attend or don't follow my advice then you will be wasting your money. I don't want that for you and I'm sure that YOU don't want that for you either so the lesson is clear one... show up when you agreed to and do what you agreed to and you'll get what we agreed to.

I think that's a fair way to run a business and to serve my clients. If you agree, 'shake on it'. :)

Connor

**Connor Moy**

*Yes, I agree and 'shake hands' the above 5 points and understand that they are intended to make the process of coaching toward my goals fair, clean and clear for all concerned.*

Name: \_\_\_\_\_ Date     /     /

Signature: \_\_\_\_\_

Coach Signature: \_\_\_\_\_